

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance¹

On October 6, 2003 Jayco Inc. was notified of a potential defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: **11/10/03**

Furnish the manufacturer's identification code for this recall (if applicable):

03V- 044

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Jayco Inc
903 South Main St. P.O. Box 460
Middlebury, Indiana 46540

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Janae' Kurtz
Director After Market Services

Name and Title of Person who prepared this report.

David VanderMolen
Technical Service Liaison

S David C. Vander Molen

10/9/03

Date

¹Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882.

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OFFICE OF DEFECTS
INVESTIGATION

1. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, *for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:*

Make(s) **5th Wheel** Model Years Involved: **2002**

Model(s): **Eagle**

Production Dates: Beginning: **2/21/02** Ending: **6/27/02**

VIN Range: Beginning: **1UJCJ02M725L50063** Ending: **1UJCJ02L421LX0172**

Vehicle Type: **RECREATIONAL VEHICLE** Bodystyle

Make(s) **TT** Model Years Involved: **2002 - 03**

Model(s): **Cove**

Production Dates: Beginning: **1/17/02** Ending: **10/12/02**

VIN Range: Beginning: **1UJBJ02R5217C0050** Ending: **1UJBJ02R5317E0073**

Vehicle Type: **RECREATIONAL VEHICLE** Bodystyle

Make(s) **TT & 5TH** Model Years Involved: **2002 - 03**

Model(s): **Talon**

Production Dates: Beginning: **11/20/01** Ending: **4/2/03**

VIN Range: Beginning: **1UJBJ02N121AA0051** Ending:
1UJCJ02R531AX0066

Vehicle Type: **RECREATIONAL VEHICLE** Bodystyle

Make(s) **TT** Model Years Involved: **2002 - 03**

Model(s): **Eagle**

Production Dates: Beginning: **12/14/01** Ending: **9/26/02**

VIN Range: Beginning: **1UJBJ02P321C20152** Ending:
1UJBJ02P431CM0069

Vehicle Type: **RECREATIONAL VEHICLE** Bodystyle

Make(s) **Travel Trailers** Model Years Involved: **2002-2003**

Model(s): **Qwest**

Production Dates: Beginning: 9/19/02 Ending: 3/19/03
VIN Range: Beginning: 1UJBJ02M4216D0232 Ending: 1UJBJ02J7316L0091
Vehicle Type: RECREATIONAL VEHICLE Bodystyle:

Make(s) 5th Wheels & TT Model Years Involved: 2002-2003

Model(s): Jay Flight

Production Dates: Beginning: 7/6/01 Ending: 3/17/03
VIN Range: Beginning: 1UJCJ02N925E10050 Ending: 1UJBJ02J031EG0073
Vehicle Type: RECREATIONAL VEHICLE Bodystyle:

Make(s) 5th Wheel Model Years Involved: 2003

Model(s): Qwest

Production Dates: Beginning: 11/8/01 Ending: 11/11/02
VIN Range: Beginning: 1UJCJ02K425DA0119 Ending:
1UJCJ02L831DD0158
Vehicle Type: RECREATIONAL VEHICLE Bodystyle:

Make(s) Travel Trailers Model Years Involved: 2002 - 03

Model(s): Kiwi

Production Dates: Beginning: 8/6/02 Ending: 5/7/03
VIN Range: Beginning: 1UJBJ01G521JA0394 Ending:
1UJBJ02KX31JV0068
Vehicle Type: RECREATIONAL VEHICLE Bodystyle:

Make(s) Motor Home Model Years Involved: 2003

Model(s): Escapade

Production Dates: Beginning: 1/21/02 Ending: 3/28/03
VIN Range: Beginning: 1FDXE45S72HA90782 Ending:
1GBJG31G021204201
Vehicle Type: RECREATIONAL VEHICLE Bodystyle:

Make(s) Motor Home

Model Years Involved: 2002-2004

Model(s): Eagle, Designer, Greyhawk, Granite Ridge

Production Dates: Beginning: 6/27/01

Ending: 10/15/03

**VIN Range: Beginning: 1FDXE458X1HA77295
1FDXE45833HB48629**

Ending:

Vehicle Type: RECREATIONAL VEHICLE

Bodystyle:

Make(s) 5th Wheels

Model Years Involved: 2004

Model(s): Designer/Legacy

Production Dates: Beginning: 6/6/03

Ending: 10/15/03

VIN Range: Beginning: 1UJCJ02R831K40403
1UJCJ02R241KT0077

Ending:

Vehicle Type: RECREATIONAL VEHICLE

Bodystyle:

Make(s) TT

Model Years Involved: 2004

Model(s): Designer/Legacy

Production Dates: Beginning: 6/23/03

Ending: 10/15/03

VIN Range: Beginning: 1UJB102R041810051

Ending: 1UJCJ02R941SS0050

Vehicle Type: RECREATIONAL VEHICLE

Bodystyle

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

The population of affected vehicles is identifiable by referencing the time period for which the vendor sold us the defective microwaves.

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

Jayco offered the affected microwaves in all of the identified models but cannot ascertain which specific units in the recall population may actually contain the defective

microwaves. Jayco is basing the population on the assumption that they all may contain a defective microwave.

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect noncompliance.

Model	Year	Number of Vehicles Potentially Involved
Qwest TT	2002 -- 2003	284
Cove TT	2002 - 2003	190
Talon TT & 5th	2002 - 2003	295
Eagle TT	2002 -- 2003	299
Jay Flight TT & 5th	2002 -- 2003	1512
Eagle 5th	2002	123
Qwest 5th	2002 - -2003	207
Kiwi TT	2002 - 2003	620
Escapade Mini Home	2003	118
Eagle Mini Home	2002 -- 2003	100
Designer Mini Home	2002	116
Greyhawk Mini Home	2002 -- 2004	1012
Granite Ridge Mini Home	2002 -- 2004	1077
Designer/Legacy TT & 5th	2003 -- 2004	486

Total Number Potentially Affected by the Recall:

Six thousand four hundred forty two (6442) microwaves were used in manufacturing and twenty nine (29) were sold through the parts department.

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:

Jayco cannot determine which specific affected models actually contain the defective microwave. Jayco is basing the population on the assumption that they all contain the defective microwave.

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

The scope of units was based on the company's production records for models known to have offered the affected microwaves during the period identified to Jayco by our vendor for the defective microwave.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

Samsung indicates: An electrical short can occur between circuit patterns on the membrane panel, especially where overlapped by a "Jumper" or jump wire. This may cause a malfunction causing the oven to activate without pressing any keypads. Depending upon where the electrical short occurs, the membrane panel keypad will determine whether and for how long the oven operates, if at all.

Describe the cause(s) of the defect or noncompliance condition.

Samsung indicates: At this time, we believe that the electrical short is caused by excessive heat inside the Recreational Vehicle. This can cause the insulation between the lower circuit and the jump wire to weaken which causes the electrical short.

Describe the consequence(s) of the defect or noncompliance condition.

Samsung indicates: An electrical short between circuit patterns on the membrane panel can activate a keypad on the One Touch Instant Cook (such as popcorn, potato, etc...) causing the microwave to automatically activate. This may cause fire or smoke damage if the consumer use their microwave oven for storage purposes or have left some items in the microwave inadvertently.

Identify any warning, which can (a) precede or (b) occur.

Samsung indicates: Consumers should unplug their microwaves, if possible. If the consumer cannot unplug the microwave, they should leave the door ajar until the unit or the membrane panel is replaced. Consumers should never use the microwave oven for storage or leave any towels, paper, cloth or other products in the microwave after use.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Jayco purchased the affected microwaves from:

**Riverpark Inc.
21953 Protecta Drive
Elkhart, Indiana 46516**

**Collins & Co.
17880 Commerce Dr.
Bristol, Indiana 46507**

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

Samsung indicated in their 573 that they will supplement.

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

Jayco Inc. has no knowledge of any "principle events" which led Samsung to the recall.

7. With respect to a noncompliance identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

Jayco Inc. has no knowledge of any test results or any other data.

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Samsung has reported in letter that they intend to replace the membrane panel with a revised panel not containing the defect.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

Samsung indicated that the difference between the recalled assembly and the remedy assembly was pictured in the 573 form reported to you.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

Upon notification of the defect, Jayco Inc. held shipment all production units with affected microwaves, until a Samsung representative completed repairs of all defective microwaves on October 14th, 2003.

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

As of the date this letter, Jayco has provided Samsung with a complete list of wholesale and retail owner addresses for the purpose of recall notification.

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.